

IN THE CLAIMS

1. (Previously Presented) A system for tracking at least one of a device state and a device event of a remotely located device, comprising:

a receiver configured to receive the at least one of the device state and the device event of the remotely located device;

a digital storage system configured to maintain a history of (1) the at least one of the device state and the device event of the remotely located device, and (2) a service history of the remotely located device;

an analyzer configured to analyze the service history and the at least one of the device state and the device event of the remotely located device to determine a service request to be performed on the remotely located device; and

a service depot comprising a computer configured (1) to receive the service request from the analyzer over a Wide Area Network (WAN), (2) to analyze the service request, and (3) to transmit the service request to the remotely located device over the WAN.

2. (Canceled)

3. (Previously Presented) The system as claimed in claim 1, wherein the Wide Area Network comprises the Internet.

4. (Previously Presented) The system as claimed in claim 1, further comprising a transmitter configured to transmit the service history to the service depot.

5. (Canceled)

6. (Previously Presented) The system as claimed in claim 1, wherein the receiver comprises a configuration receiver configured to obtain system information from the device over a Wide Area Network.

7. (Previously Presented) The system as claimed in claim 1, wherein the device comprises a business office machine.

8. (Previously Presented) The system as claimed in claim 7, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.

9. (Previously Presented) The system as claimed in claim 1, wherein the remotely located device comprises a mobile unit.

10. (Previously Presented) The system as claimed in claim 9, wherein the mobile unit comprises at least one of an automobile, a boat, a train, and an airplane.

11. (Previously Presented) A computer program product, comprising: a computer storage medium and a computer program code mechanism embedded in the computer storage medium for causing a computer system to track at least one of a device state and a device event of a remotely located device, the computer program code mechanism comprising:

a first computer code device configured to receive the at least one of the device state and the device event of the remotely located device;

a second computer code device configured to maintain a history of (1) the at least one of the device state and the device event of the remotely located device, and (2) a service history of the remotely located device;

a third computer code device configured to analyze the service history and the at least one of the device state and the device event of the remotely located device to determine a service request to be performed on the remotely located device; and

a fourth computer code device configured to cause a service depot comprising a computer (1) to receive the service request from the third computer code device over a Wide Area Network (WAN), (2) to analyze the service request, and (3) to transmit the service request to the remotely located device over the WAN.

12. (Canceled)

13. (Previously Presented) The computer program product as claimed in claim 11, wherein the Wide Area Network comprises the Internet.

14. (Previously Presented) The computer program product as claimed in claim 11, further comprising:

a fifth computer code device configured to transmit the service history to the service depot.

15. (Canceled)

16. (Previously Presented) The computer program product as claimed in claim 11, wherein the first computer code device comprises a fifth computer code device configured to obtain system information from the device over a Wide Area Network.

17. (Original) The computer program product as claimed in claim 11, wherein the device comprises a business office machine.

18. (Original) The computer program product as claimed in claim 17, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.

19. (Original) The computer program product as claimed in claim 11, wherein the remotely located device comprises a mobile unit.

20. (Original) The computer program product as claimed in claim 19, wherein the mobile unit comprises at least one of an automobile, a boat, a train and an airplane.

21. (Previously Presented) A computer-implemented method comprising:
receiving at least one of a device state and a device event of a remotely located device;
maintaining a history of (1) the at least one of the device state and the device event of the remotely located device and (2) a service history of the remotely located device;
analyzing the service history and the at least one of the device state and the device event of the remotely located device to determine a service request to be performed on the remotely located device;
receiving, by a service depot comprising a computer, the service request over a Wide Area Network (WAN);
analyzing, by the service depot, the service request; and
transmitting the service request to the remotely located device over the WAN.

22. (Canceled)

23. (Previously Presented) The computer-implemented method as claimed in claim 21, wherein the Wide Area Network comprises the Internet.

24. (Previously Amended) The computer-implemented method as claimed in claim 21, further comprising
transmitting the service history to the service depot.

25. (Canceled)

26. (Previously Presented) The computer-implemented method as claimed in claim 21, wherein the step of receiving the at least one of the device state and the device event comprises:

obtaining system information from the device over a Wide Area Network.

27. (Original) The computer-implemented method as claimed in claim 21, wherein the device comprises a business office machine.

28. (Original) The computer-implemented method as claimed in claim 27, wherein the business office machine comprises at least one of a copier, a printer, a fax, a scanner, and a thin server.

29. (Original) The computer-implemented method as claimed in claim 21, wherein the remotely located device comprises a mobile unit.

30. (Original) The computer-implemented method as claimed in claim 29, wherein the mobile unit comprises at least one of an automobile, a boat, a train and an airplane.

31. (New) The system of claim 1, wherein the service depot is configured to transmit the service request to an owner of the remotely located device as an electronic mail message.

32. (New) The computer program of claim 11, wherein the fourth computer code device is configured to transmit the service request to an owner of the remotely located device as an electronic mail message.

33. (New) The computer-implemented method of claim 21, wherein the transmitting step comprises:

transmitting the service request to an owner of located device as an electronic mail message.